

Sustainability Report

// RSD Reise Service Deutschland GmbH





Preface

Dear readers,

Travelling connects people, cultures and perspectives. At the same time, tourism entails a responsibility – towards the environment, the regions visited, and the people who live and work there. We wish to consciously embrace this responsibility.

As a tour operator, we do not see sustainability as a finished state, but as an ongoing process of development. We are still at the beginning of a journey that we wish to take step by step. We are aware that sustainable action requires continuous effort, transparency, and the willingness to critically question existing processes. Over the past year, we have increasingly addressed the impact of our business activities and established initial structures to systematically incorporate sustainability into our decisions.

At the same time, we know that the challenges in tourism are great and complex. We have not yet found solutions for all issues. With this report, we provide an insight into our current status and create transparency regarding the topics that concern us.

We would like to thank our employees and customers, as well as our partners, for their trust and support along this journey.

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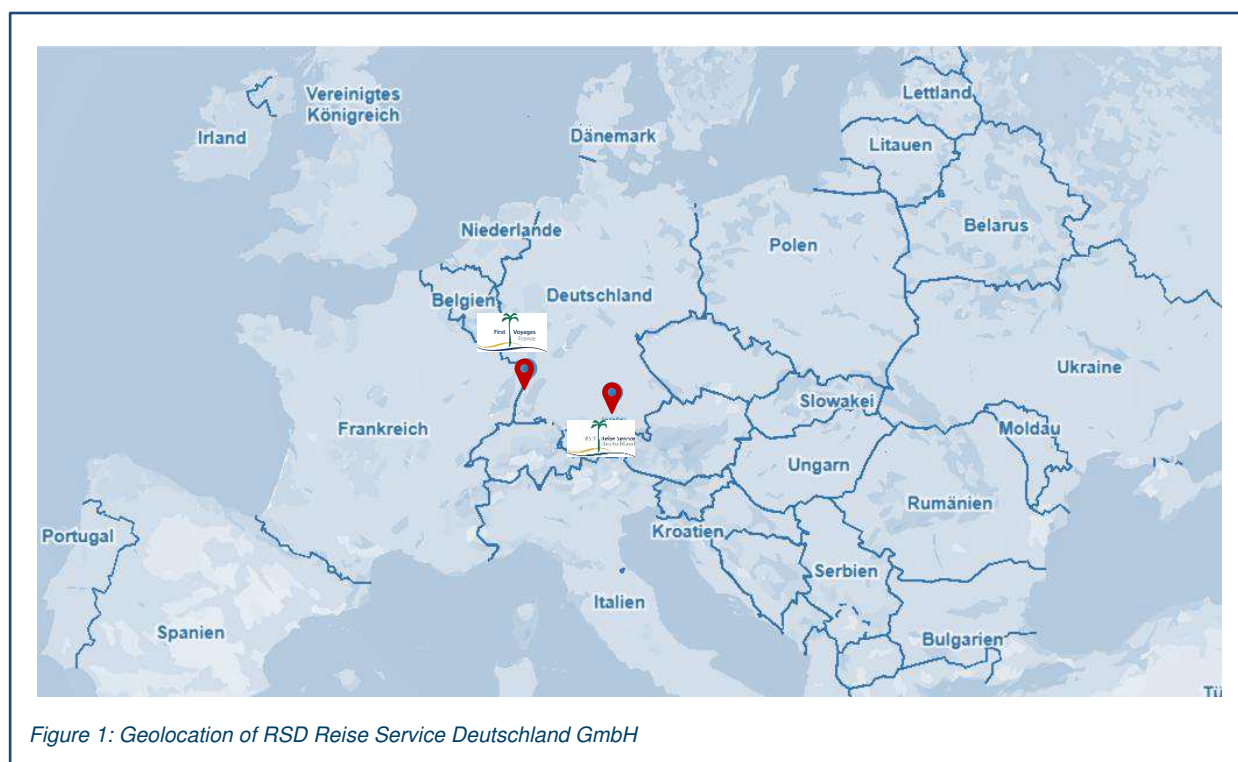


General Information

Basis for preparation

Reference: The number of employees is reported in the chapter 'Workforce – General Characteristics'. Within the scope of the reporting, no information considered classified or sensitive has been omitted.

Our sustainability report was prepared in accordance with the voluntary reporting standard Voluntary Sustainability Reporting Standard - VSME of the EFRAG.



Location information

Registered office	Elsenheimerstraße 61	80687	Munich	GER	48°08'10.0"N 11°31'28.1"E
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Legal form

Private limited liability undertaking

NACE sector classification code

79.12

Sustainability certification

RSD Reise Service Deutschland GmbH has been a recognised 'Travelife Partner' since 2018.

Travelife Partner is the entry recognition level within the international Travelife sustainability programme for tour operators and travel agents. This recognition confirms our commitment to further improving the sustainability of our business operations through a structured sustainability management system and the implementation of recognised sustainability practices. Travelife Partner recognition is awarded following an independent assessment based on the Travelife Partner criteria. During this assessment, our sustainability policy, objectives, management system, implementation of key sustainability practices and supporting documentation are evaluated against 60 mandatory sustainability criteria. To maintain this recognition, our company is independently reassessed every two years to verify that we continue to comply with the Travelife Partner criteria.

Documentation, monitoring as well as the measurement and review of the success of sustainability measures/goals are carried out via the Travelife platform. In addition, energy and consumption indicators are recorded and made comparable using the Nawisio software. Results as well as tips for integrating sustainability into everyday professional life are communicated to employees via the intranet. Service providers and customers are informed about progress and activities via the company's own website.



Figure 2: Travelife Partner Recognition Certificate



Key Responsibility

The Managing Director

Horst Zsifkovits

Horst Zsifkovits assumed the management of RSD Reise Service Deutschland GmbH on 10 January 2012. His extensive expertise in the tourism sector, as well as his strategic and operational competencies, developed over several positions in senior sales and marketing roles as well as in his position as managing director. As managing director, he ensures that legal requirements – particularly in the areas of package travel law, consumer protection and data protection – are complied with and that sustainability goals are embedded in the company strategy. Furthermore, he is responsible for transparent communication with stakeholders, strengthening partnerships with responsible service providers, and promoting a values-oriented corporate culture.



Gender diversity

The calculation of gender diversity is carried out in accordance with the requirements of the SFDR and reflects the average numerical ratio of female to male managing directors, as well as department and team leaders.

Gender diversity	2025
... at managing director level	0,00
... at departmental and team leader level	1,09

Table 1: Gender Diversity of RSD Reise Service Deutschland GmbH as of 31/12/2025

Mission Statement

We not only create holiday experiences – we connect people from different cultures and with diverse traditions. By working with local partners, we aim to contribute to the preservation of cultural diversity as well as support local employment and value creation in our destinations.

Therefore, we see it as our responsibility to shape the ecological, social, and economic impacts of our business activities. The satisfaction and well-being of our customers are our top priority. We also focus on resource efficiency, quality of employment, and cultural richness in our destinations. In these areas, we wish to remain active and continuously further develop our measures.

The foundation of our target and action planning are our five corporate values:

Appreciation – we treat each other with respect, bear social responsibility, take care of our working environment and the climate and are committed to honesty, openness and solidarity.



Enthusiasm – we work with enthusiasm and enjoy good products and good services. We are active, open-minded and solution-oriented.



Growth – we strive for permanent development and learn from our mistakes.



Health – we attach great importance to health awareness and support a conscious and healthy life.



Team spirit – together we solve the unsolvable. Teamwork is fun and brings the best success.



Active commitment and engagement are important to us. Therefore, we have developed a sustainability policy that is embraced and recognised within the company. We work on constant improvements and further developments, both internally and with regard to our partners and travel offerings.

Strategic guiding objective

The strategic corporate objective of RSD is to create tourist offers tailored to the 'direct marketing' sales channel, providing customers with outstanding value for money.

We act flexibly based on market demand and potential contribution margins, dynamically adapting our offering in order to achieve positive contribution margins. A key factor for the success of this strategy is high customer satisfaction, in order to achieve both positive market feedback and a positive response from our sales partners. As the market leader in the study travel segment, we tirelessly strive together to offer our customers the most exciting product at the best price on the market while generating profitable business results.



Corporate strategy

Business Model and Sustainability

– Related Initiatives

RSD Reise Service Deutschland GmbH is part of a medium-sized corporate group headquartered in Munich.

As a Europe-wide tourism company, we, RSD Reise Service Deutschland GmbH (hereinafter: RSD), specialise in educational and recreational travel and, in cooperation with local agencies, take on the organisation and implementation of the trips. Depending on the season, we are in active collaboration with 10 to 20 global partner agencies. These include, among others, agencies from Italy, South Africa, Sri Lanka, Turkey, Sweden, Portugal and Vietnam.

The product portfolio comprises approximately 30 high-quality study tours, for example to Turkey, the Adriatic coast or the Far East. In addition, we offer various cruises as well as spa stays. The aim is to provide customers with an excellent price-performance ratio while maintaining high customer satisfaction.

 **already over 2.5 million travel guests***

We operate in the B2C sector with a focus on those interested in study tours, with an average age of 55 to 80 years. In addition to the primary sales market of Germany, the trips are also offered in the Netherlands and Austria.

As a service provider in the tourism industry, the highest priority is customer satisfaction, therefore our customers are our most important stakeholders and a strategic focus. We aim to maintain customer satisfaction in the long term at the 'very good' level and an overall score of 1.48 or better.



The goal here is to inspire customers to travel with us again and to win them as regular customers. For this reason, two questionnaires are sent to each travel customer. The first questionnaire is handed out on site, the second follows in digital form after the travellers return. Due to the high response rate of the on-site surveys, we are able to act quickly and make necessary adjustments to the travel programme or pass on instructions to service providers.

A feedback evaluation is compiled every six months, providing an overall picture across all trips. In addition to our customers, our long-standing and friendly relationships with our partner agencies are also of great importance to us. We practise open, transparent communication, which enables us to react quickly to unforeseen difficulties or market changes.

As a responsible tour operator, we see it as our duty to have a positive impact on tourism. We implement this, on the one hand, within our internal business operations by paying attention to resource efficiency and taking measures for the health and pension provision of our employees. On the other hand, this also applies to the destinations. By visiting cultural heritage sites, national parks and local craft workshops, the trips can promote cultural exchange as well as regional tourism value creation. Through a travel offering that focuses mainly on the low season, we contribute to better utilisation of tourism services outside of peak travel times and thus support employment opportunities in the tourism sector.



**The stated value refers to the entire travel company group.*



Environment

Energy and Greenhouse Gas Emissions

As a tour operator, we are aware that our products are inherently associated with significant environmental impacts. Our aim is to systematically identify both actual and potential effects in order to be able to derive measures from them in the future.

With regard to our business operations, several measures have already been implemented by our parent company. These include, for example, the installation of PV systems as well as the operation of a pellet heating system on the company's own premises, the switch of the electricity tariff to green electricity tariffs, the offer of company bike leasing for employees and financial subsidies for local public transport, as well as the continuous electrification of the vehicle fleet. In the future, we would like to continue introducing effective measures and link them to quantitative key figures. This is to ensure that success can be measured.

Energy – Key Figures

Since April 2024, we have been sourcing 100% of our electricity from renewable energy sources. District heating is used for heating the premises at our main location in Munich. This has been broken down according to the supplier's individual energy mix in order to account for the proportion of fossil energy. At the Offenburg site, a pellet heating system is used.

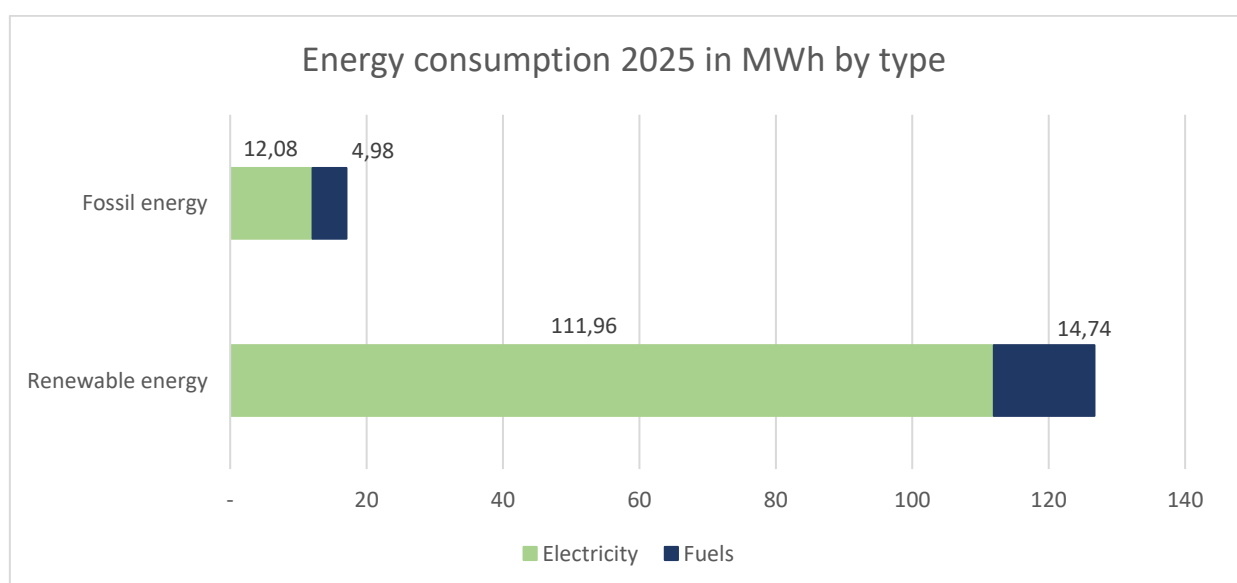
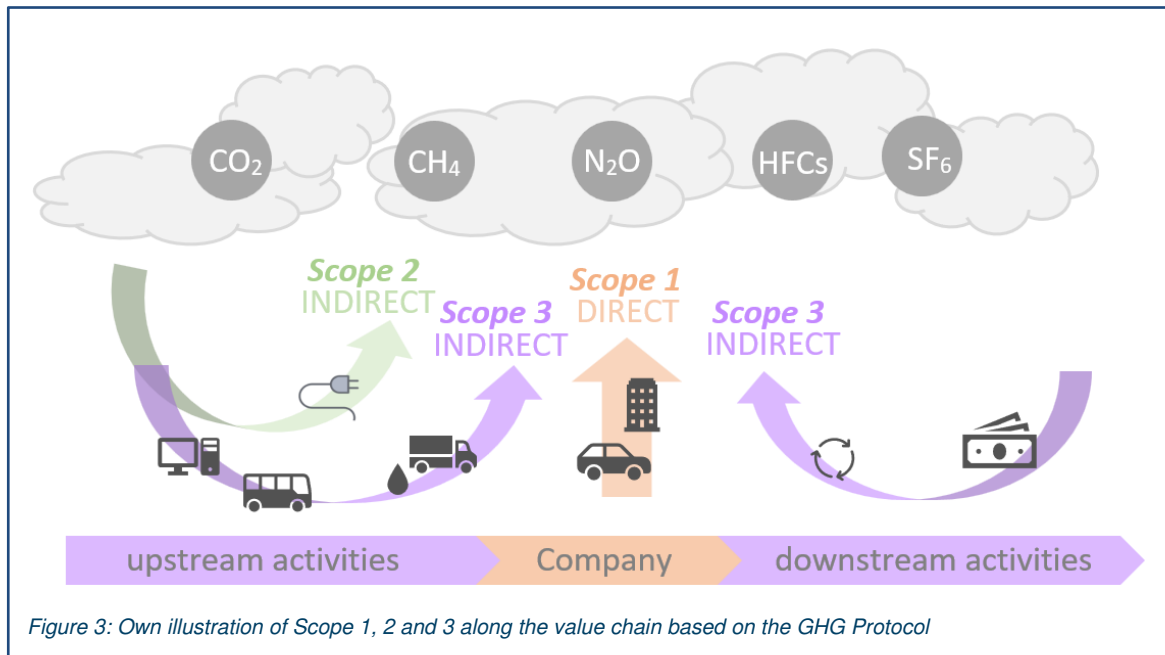


Diagram 1: Energy consumption of RSD Reise Service Deutschland GmbH for the year 2025 in MWh broken down by type.

Greenhouse Gas Emissions - Key Figures

Greenhouse gas emissions (GHG) are divided into three scopes. Allocation to the scopes is based on the place of origin and responsibility:

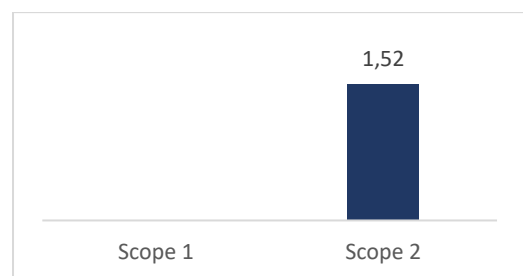
- **Scope 1:** Emissions that are generated directly within the company from combustion processes in stationary and mobile equipment (e.g. natural gas consumption for heating, fuel consumption of company cars).
- **Scope 2:** Emissions that are generated externally during energy production (e.g. electricity consumption).
- **Scope 3:** Emissions that arise in the upstream and downstream value chain (e.g. through employee commuting and procurement of materials).



The year 2025 was used to record greenhouse gas emissions for Scopes 1 and 2 for the first time. In this process, the two rented sites were considered using the operational control approach. Greenhouse gas accounting is to be continued in the coming years and data quality continuously improved.

Greenhouse gas emissions in t CO₂e for the year 2025

Diagram 2: Greenhouse gas emissions in t CO₂ equivalents in Scopes 1 and 2 for the year 2025 of RSD Reise Service Deutschland GmbH.



Calculated using the market-based method. If, however, the location-based method is used, emissions amount to **32.17 t CO₂e**.

Total emissions per employee (FTE)
0,02 t CO₂e / FTE

Biogenic greenhouse gas emissions

In the financial year 2025, biogenic CO₂ emissions from the operation of the pellet heating system at the Offenburg site were recorded. The combustion of wood products releases biogenic CO₂, which is considered climate-neutral within the carbon cycle. Nevertheless, the emissions are reported separately for transparency.

For the financial year 2025, this results in **total biogenic emissions** in Scope 1 of: **4.3 t CO₂e**

For the calculation of biogenic emissions, the emission factors 'Bioenergy + Outside of Scopes' from the Defra database (version 2024) were used. Upstream emissions, including those from the production and transport of the pellets, are allocated to Scope 3 and are therefore not recorded at the present time.

Methodology of the Underlying Calculation

The climate accounting is methodologically based on the internationally recognised guidelines for the preparation of corporate climate balances: the Corporate Accounting and Reporting Standard of the Greenhouse Gas (GHG) Protocol. It describes the climate impact of corporate activities. The impact category considered was global warming potential, based on the indicator carbon dioxide equivalents.

According to the requirements of the GHG Protocol, Scope 2 emissions are reported using both the market-based and location-based approaches ('dual reporting'): The location-based approach highlights the physical component of electricity flow in the (local) power grid, thereby providing a more realistic picture of the emissions actually associated with energy consumption. The market-based approach allows for the accounting consideration of specific energy products, such as green electricity. The product-specific emissions of the respective electricity supplier are included in the market-based calculation approach.

The emission factors used to assess climate impact are taken from recognised life cycle assessment databases. Taking into account spatial, temporal and technological references, conversion factors from the GEMIS 5.0 database are preferably used. Furthermore, the Ecoinvent 3.11 database or the freely available factors provided by the Department for Environment, Food and Rural Affairs (Defra), the German Environment Agency (UBA), and AIB 2024, are used as required.

Measures in the Field of Environmental and Climate Protection

When purchasing office supplies and cleaning products, certified products such as printer paper with the Blue Angel or the EU Ecolabel are preferred wherever possible. Printer and copier devices are leased. The contract includes both their maintenance and the return and recycling of toner cartridges. To reduce paper consumption within office operations, we have a standard setting for double-sided black and white printing. Promotional materials in paper form are sourced, where possible, from certified partners. For the printing of inserts, a print shop is commissioned that operates according to recognised standards such as DIN EN ISO 14001:2014, Imprim'Vert and FSC®. In addition, one of four lettershops commissioned for the printing of mailings is rated EcoVadis Gold.

For letter dispatch, we use the GoGreen Plus service of Deutsche Post. This supports investment-based emission reduction measures (insetting) in the logistics network of Post & Paket Deutschland. These include, among other things, the use of alternative fuels, electric delivery vehicles, biogas and green electricity. In 2025, 70,471 consignments were sent via GoGreen Plus. The emission reductions assigned to the consignments are determined using an independently verified "book-and-claim" approach and relate to emission reduction measures within Deutsche Post's logistics network.

Travel documents, such as booking confirmations or vouchers, are preferably sent by e-mail, so that currently 58% of customers receive their travel documents exclusively digitally.

In the area of mobility, we also provide targeted incentives by supporting employees in the use of public transport, for example by reimbursing the cost of the Deutschlandticket and offering the option of leasing a company bicycle. In addition, tele- and videoconferencing are increasingly used and flexible home office arrangements are offered.

Another focus is on the systematic monitoring of energy consumption. With the implementation of the Nawisio software, this topic will be addressed even more strongly in the future. Since 01.04.2024, the Munich site has been sourcing 100% of its electricity from renewable energy and relies on energy-efficient lighting (LED) as well as automated control systems for devices. In addition, energy-efficient devices are used and energy-saving modes are consistently utilised.

Ecological aspects are also taken into account in the design of offers: partner agencies are required to select the transport option with the lowest emissions in each case, taking CO₂ emissions into consideration.

Pollution of air, water and soil

We are not subject to any legal obligation to report potential pollutant emissions to the relevant authorities and, in accordance with legal requirements, are currently refraining from voluntary emissions reporting.

Biodiversity

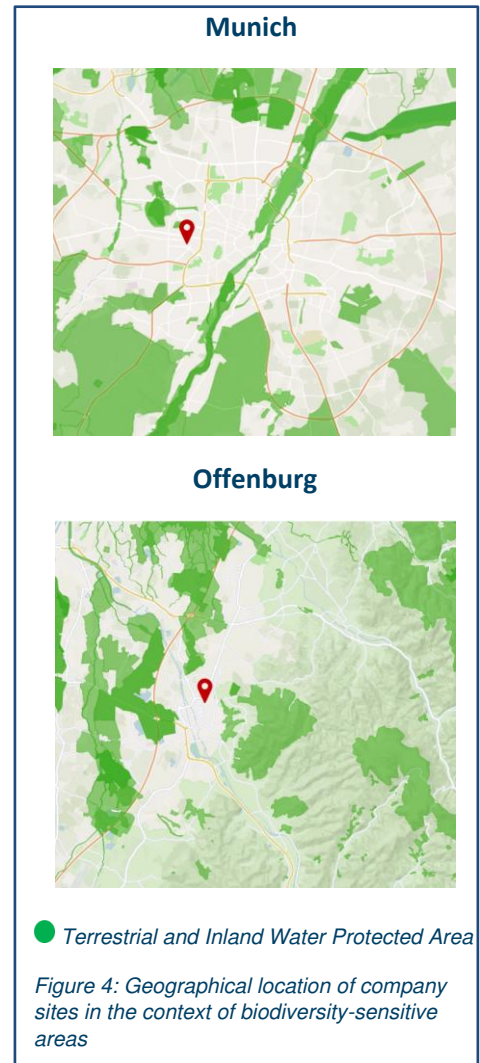
To assess whether the company locations are situated in or in the immediate vicinity of biodiversity-sensitive areas, the World Database on Protected Areas (WDPA, <https://www.protectedplanet.net/en>) was used as a recognised reference source. As part of the investigation, the main place of business was considered.

The analysis showed that none of the locations examined are situated within or in direct proximity to a protected area classified as biodiversity-sensitive.

Resource use, circular economy and waste management

As part of the preparation for sustainability reporting, we have found that, due to our structural conditions regarding waste management, we are already contributing to the circular economy and resource utilisation. Until now, these have not been summarised in any overarching concept. Nevertheless, we act in accordance with the EU Waste Framework Directive, which stipulates a specific waste hierarchy. This includes a priority order for waste prevention and management that is observed within the company. Starting with prevention, the highest priority is the avoidance of waste (e.g. through digital document management, the provision of water dispensers, a central collection point for office supplies). Afterwards, the focus is on reuse, in order to extend the lifespan of resources and reduce the volume of waste (e.g. by using fabric towel dispensers, which are cleaned and reused, internal storage and reuse of office supplies and equipment). The third stage is recycling, in which valuable materials are returned to the cycle (e.g. through precise separation of waste, as well as sorted and proper disposal, supported by raising employee awareness via information signs). Before resorting to disposal at the final stage, other forms of recovery should first be sought. For example, energy recovery is used here to at least make use of the energy content.

In the course of our business activities, the majority of the waste generated consists of commercial municipal waste, such as paper, residual waste and plastics.



Description of the methods used to calculate the data (waste generation)

The waste volume was calculated based on the capacity of the containers used and the number of emptyings carried out. Subsequently, the determined volume (litres) was converted into the corresponding mass (kg), taking into account specific density values. For this purpose, the conversion factors provided by the environmental consultancy ([waste conversion table](#)) were used.

	Unit	
Total amount of waste	t	4,77
Non-hazardous waste...		
...Recycling		
Paper	t	1,86
Plastic	t	0,34
...Combustion		
Residual waste	t	2,57

Table 2: Waste Indicators for RSD for the Year 2025

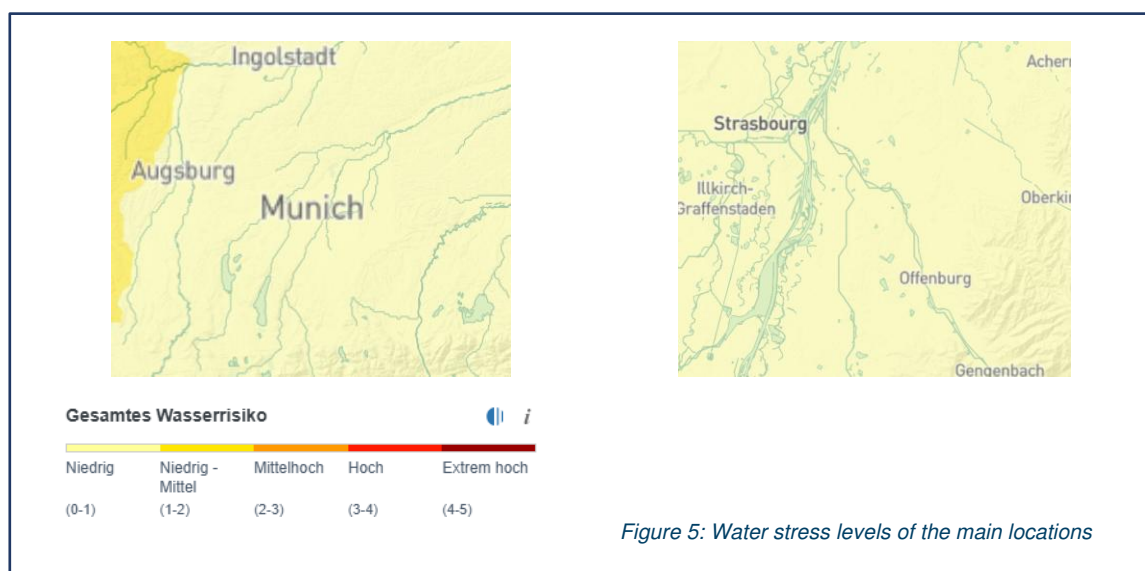
Water

Water consumption of the RSD in m³ for the year 2025

240

Identification of the water stress level for our main sites

To determine the current status of water risk in the respective areas, we used the Aqueduct Water Risk Atlas tool from WRI (<https://www.wri.org/>) as referred to in the VSME standard. This tool maps water scarcity worldwide and displays the respective water stress indicators using an interactive map. In this process, the locations Munich and Offenburg were identified as areas with low overall water risk. For this reason, no further differentiation of total water withdrawal and consumption is required.





Workforce

– General Characteristics

For us, togetherness is of utmost importance, because the satisfaction of our employees is essential for the success of the company.

For this reason, we pursue an 'open-door policy'. This is intended to promote openness, accessibility and trust among each other and across hierarchical levels. Department heads are trained to always offer a sympathetic ear to their employees, so that they have the opportunity to share their thoughts, ideas or concerns and feel valued. It is of great importance to us to reach all employees with these measures and to fulfil central needs.

	Unit	2025
Total Employees	Number	84
... of which men	Number	34
... of which women	Number	50
... of which diverse	Number	-
... of which permanent	Number	70
... of which fixed-term	Number	14
Country (of the employment contract)		
... Germany	Number	84

Table 3: Number of employees (headcount) and turnover rate in 2025

– Health and Safety

We, the RSD, comply with all applicable occupational health and safety regulations of the federal government. Furthermore, 'health' is a defined part of our canon of values, which is why continuous measures are taken to protect and promote the health of our employees. By combining high legal standards in German occupational health and safety with internal company prevention measures, an effective level of safety has been established. During the reporting period, no notifiable occupational accidents were recorded. Likewise, there were no deaths resulting from work-related causes.

	Unit	2025
Number of deaths resulting from work-related injuries and work-related illnesses	Number	0
Number of notifiable occupational accidents	Number	0
Rate of notifiable occupational accidents	%	0

Table 4: Key Figures on Employee Health and Safety

Measures for Occupational Safety and Health Promotion

Employees are to be supported and encouraged in their daily work through ergonomic workplaces, health promotion offers, flexible working time/workplace models and training opportunities. In order to ensure this and to take into account the wishes and suggestions of employees, management and the HR department are in constant dialogue with staff. Our aim is to implement measures and create offers that serve the interests and needs of all employees. Therefore, a variety of individual measures have been implemented.

In line with our company value 'Growth', personnel development is an essential component and strategic focus. In this context, the specialist department at the parent company has been strengthened in terms of personnel, and a learning management system (LMS) has also been introduced. The aim is to ensure continuous personal and professional development for all employees. The digital learning content serves both as a supporting element within training sessions and for the individual expansion of professional and personal knowledge and qualifications, as well as for the acquisition of new skills. In the future, the learning content within the system will be specifically tailored to individual departments so that employees can directly apply and use the know-how they have acquired. The LMS is also to be used for imparting values. In particular, as part of onboarding, employees are to be made aware of the company values of appreciation, enthusiasm, growth, health and team spirit.

In addition to ergonomic workplace design, we participate in company pension schemes and also provide supplementary company health insurance for all employees. The insurance is structured as a budget tariff and provides employees with an annual maximum amount for various health services. This covers services such as dental care, preventive examinations and outpatient treatments that go beyond the statutory insurance share, thereby significantly reducing employees' personal contributions for health services.

Trained first aiders, emergency plans and proper fire protection and first aid equipment at the sites ensure further safety in emergency situations. Hardware is thoroughly checked for, for example, heat development before being put into operation and use.

Additional own workforce information – Human rights policies and processes

We have a complaints mechanism for our workforce.

Concept for the Protection of Whistleblowers

To protect whistleblowers, our parent company has implemented a whistleblower reporting channel, which all employees can access via the intranet. In addition, there is the option to contact the established reporting office by post or in person. A data protection notice is also integrated into the reporting function. Technical programming ensures that only authorised personnel at the reporting office have access to the tool, which means that no other persons can gain access to the information held there. Reports can be submitted either personalised or anonymously, at the reporting person's discretion. In the case of an anonymous report, there is no way to identify the person. Depending on the circumstances, third parties, such as specialist departments, are only involved if this is absolutely necessary to clarify the matter. Processed reports are deleted within the prescribed period.

Severe negative human rights incidents

Respect for human rights throughout the entire value chain is an integral part of corporate responsibility. During the reporting period, no incidents of child labour, forced labour, human trafficking or discrimination were identified.

Human Rights and Child Protection

The safeguarding of human rights and the protection of children are a matter of course for us. In order to place special emphasis on this issue, we have included a clause in the contracts with our partner agencies. By doing so, our partner agencies commit themselves to child protection and the observance of human rights. Any violation of human rights or signs of child exploitation will not be tolerated by us in any way and will lead to the immediate termination of the contract. In our training presentations, we wish to draw the attention of our partner agencies to this issue. In the event of any suspicion on site, we see it as our duty to take immediate action and to forward any information to the relevant authorities, in order to ensure comprehensive clarification in the destination area.



Corporate Governance

Convictions and fines for corruption and bribery

No convictions and no fines for violations of anti-corruption or anti-bribery regulations were imposed during the reporting period.

	Unit	2025
Convictions due to anti-competitive behaviour, cartel and monopoly formation	Number	0
Amount of fines for violations of anti-corruption and anti-bribery laws	€	0

Table 5: Governance Metrics

Compliance, data protection and cybersecurity

We, the RSD, are committed to complying with all applicable laws in the respective countries. To ensure that all environmental, safety and occupational health aspects, as well as data protection regulations, are observed, we always work together with local lawyers specialising in tourism law, as well as data protection officers. Our contracts oblige our partner agencies to comply with local laws. In addition, employees are regularly made aware of the prevention of phishing emails and cyber-attacks through training and courses.

RSD is a member of the DRV – Deutscher Reiseverband (German Travel Association), as well as the ANVR – Algemene Nederlandse Vereniging voor Reisondernemingen (Dutch Association of Travel Agents and Tour Operators).

Management of the relationship with stakeholders

As a Europe-wide operating corporate group, we have many national as well as international connections. In doing so, we consider each of our stakeholders to be important and are aware of the influence they have on their daily activities. In our cooperation, we place particular value on fair and transparent interaction. Most of our contacts are long-standing relationships, whether loyal regular customers or stable business connections. A stable relationship with partner agencies is of great importance. Thanks to the open dialogue we maintain with our business partners, we are able to respond quickly to unforeseen market changes.

Payment Practices - Adherence to Payment Terms with our suppliers

A good relationship with our suppliers is of great importance to us. We therefore pay particular attention to ensuring payment terms with our suppliers. Thanks to our special care in dealing with suppliers, there has never been a case in the company's history where a creditor could not be paid or was not paid on time.

The aim of the RSD is to maintain good payment practices in order to strengthen long-term partnerships.



In the spirit of partnership-based cooperation: North Macedonia's Prime Minister Hristijan Mickoski welcomes Managing Director Christian Funk



f.l.t.r.: Akkan Mahmut, Horst Zsifkovits, Christian Funk, Aleksandar Nikoloski, Zoran Ljutkov, Nejat Kurt, Pero Lupeski

Incoming agencies

We mainly work with local agencies to provide customers with an authentic travel experience. There is always a written contract between the parties with specifically formulated sustainability clauses. These include, for example:

- Ensuring that our partner companies comply with all relevant national laws for the protection of employees
- Ensuring that partner accommodations also respect and protect the rights of children and employees:
 - Clause providing for a joint rejection and zero-tolerance policy on the exploitation of children and workers
 - Clause that enables RSD or our local partner agencies to terminate the contractual agreement prematurely if the accommodation provider fails to take appropriate measures to prevent the exploitation of children or workers
- Prohibition of discrimination by the employer
- No offering of excursions that harm people, animals, plants or natural resources, or that are socially and culturally unacceptable
- Ensuring that our local partners comply with all applicable international, national and local laws and regulations, industry-standard minimum requirements, and all other relevant legal obligations, depending on which requirements are more stringent

In 2022, we drafted a [sustainability policy](#), which is divided into 10 topics. Each topic consists of a series of principles and corresponding practical measures. These reflect both compliance with legal and regulatory requirements as the basis of our compliance, as well as voluntary measures through which we continuously develop and improve our sustainability performance. In addition, a Memorandum of Understanding (MoU) was created, containing the key elements of responsible tourism and examples of their practical implementation. This is communicated to partner agencies and aims to ensure that they also make a binding commitment to mindful tourism. At the current time, 86% of our active partner agencies have signed the MoU and have therefore also committed themselves to responsible practices wherever possible.

Accommodation

Our partner agencies are responsible for direct contact with the accommodations. The agencies are contractually obliged to give preference to accommodations that promote ethical and sustainable tourism and/or already ensure standards of ethical and sustainable business management. This includes, for example, the rejection of child labour as well as a waste and environmental management system to reduce waste.

Tour guide

The majority of our tour guides take part in at least one training session related to their work each year, which is based on the objectives of RSD. A training session takes place at the beginning of the season. The training sessions are conducted by the agency at the destination and its regional managers, as well as by our quality management team.



f.l.t.r.: Serkan Taş, Recep Yavuz, Kenan Ertürk, Levent Esmer

The training sessions include the following content:

- Our expectations of the tour guides regarding customer satisfaction, quality standards, and the expectations and wishes of our customers based on feedback from the past season
- Briefing on the course of the journey
- Information about, among other things, traditions and culture, local cuisine, habits, development of tourism or current archaeological excavations at the destination
- Characteristics of our customers
- Reminder to observe traffic regulations in order to ensure our customers a safe journey
- Behaviour in Emergencies and First Aid Situations
- Emphasis on the importance of advising guests about behavioural standards during excursions and activities, with a focus on respect for local culture, nature and the environment

We require a high level of education from our tour guides. On many of our trips, such as the tours of France and Spain, city tours are conducted exclusively by local guides with the appropriate authorisation. In the main destinations Cyprus, Turkey, Rhodes and the Balkans, all our tour guides have completed an academic education.

In addition, monthly customer satisfaction statistics are transmitted by our quality management to our partner agencies and local tour guides. During the winter season, regular personal feedback discussions take place. In these discussions, our tour guides are informed about their strengths and weaknesses and receive instructions on how to improve the quality of their work.

Travel customers



Particularly high customer satisfaction is our top priority. Therefore, we place great importance on dialogue with our customers and attach great value to their interests and needs. These are systematically recorded in order to be able to respond immediately and avoid customer dissatisfaction. For this purpose, all travel customers receive two questionnaires.

The first questionnaire is handed out on site and collected again before departure. After returning home, the second questionnaire is sent digitally. Subsequently, the data is

collected and immediately evaluated. This gives us the opportunity to react to problems before the end of the season and to provide remedies for future guests.

Twice a year, a feedback evaluation is carried out, which provides an overall picture across all trips. The feedback evaluation includes feedback and complaint rates, reasons for complaints, complaint categories and contents, as well as an assessment of satisfaction with the tour guides. In addition, overall impressions of the trips are given, consumer protection and legal cases are highlighted, and cancellation rates and reasons are addressed. Governing bodies are regularly informed about the views and interests of affected stakeholders. Business models and strategies are aligned with the interests and views to ensure high customer satisfaction.

Based on the on-site questionnaires, the customer satisfaction of the respective source markets is evaluated and an overall score, which is updated annually, is determined. The goal is a customer satisfaction rating of 9 or 1.48* or better. Customer satisfaction is surveyed annually at the end of each season.

For the **2024/2025 season**, customer satisfaction was **9 or 1.44***, which is an improvement (of 0.01) compared to the previous year's figure of 2023/2024.

**RSD's satisfaction rating in Germany*



→ **Eindcijfer: 9**



→ **Gesamt-Note: 1,44**

Social commitment

We have been continuously committed to social and cultural causes for many years. The support is mainly provided internationally and focuses on projects that have a sustainable impact and enable tangible improvements in living conditions.

One main focus is on promoting education abroad. In cooperation with the Asha (Hope) Foundation in Oberkirch, RSD supports a project in the Nepalese capital, Kathmandu. The aim is to enable children from particularly difficult economic backgrounds to access education. In Nepal, a large part of the population lives in very basic conditions, so many children have to contribute to work from an early age and therefore hardly have the opportunity to attend school. Through financial support, particularly disadvantaged children can be accommodated, cared for and provided for in a specially established hostel. At the same time, they are enabled to attend school regularly and thus gain a long-term educational perspective.

RSD also promotes medical care in third countries, for example through donations to the aid project 'Westcoast Kids', which was initiated by the International Institute for Caries Prevention e.V. Thanks to such donations, volunteer dental specialists from Berlin are able to travel to the village of Paternoster and treat a total of 119 children.

A further donation of €25,000 went to earthquake victims in Turkey and Syria, enabling several transporters full of urgently needed relief supplies such as nappies, food, hygiene articles, clothing, blankets and cooking utensils to be brought to the people on site.





Conclusion and Outlook

The satisfaction of our travel customers will continue to receive the highest priority in the future.

This includes, in particular, ensuring the health and safety of travellers, who are increasingly at risk as a result of extreme weather events, heatwaves and geopolitical uncertainties. Potential and actual risks must therefore be brought even more sharply into focus and taken into account when making decisions. In air travel, and consequently also for tourism professionals, the lack of technological progress as well as a noticeable discrepancy between sustainability awareness and the actual behaviour of travel customers in particular present challenges.

We rely on long-term partnerships with local stakeholders, promote diversification in our target regions and invest in digital infrastructure to remain able to act even in times of crisis. At the same time, we strengthen the social resilience of our teams and partners through continuous exchange, fair working conditions and targeted further training. In this way, we create a stable foundation that not only secures our economic viability but also ensures the quality of our trips in the long term. However, this is only the cornerstone, which will continue to require ongoing efforts to further develop. Therefore, we remain vigilant and willing to learn, and we question existing structures.



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